

Amendment 391 Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 391 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 12TH day of DECEMBER, 2016, by and between Vix Technology (USA) Inc. (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to modify font, color, formatting, and content on the Cardholder Website (CHW) as described in Change Request CR-12847 *CHW Text Updates 2016-11 v3.0* as approved by the Agencies on November 18, 2016.

Agreement

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to the above Recitals and the following:

Section 1.0 Description of Work

The Contractor will perform the work necessary to modify font, color, formatting and content on the ORCA Cardholder Website (CHW) as directed by the Agencies per the requirements documented in Change Request *CR-12847 CHW Text Updates 2016-11 v3.0* and as described in the supplemental screenshot document. Specific modifications are listed below:-

1. https://orcacard.com/ERG-Seattle/p4_010.do

Replaces all current text.



Obtain a My ORCA Login

1. Existing cards » 2. Personal details » 3. Confirmation

Select the statement that applies to you:

I want to buy a new unregistered card.

My ORCA card is unregistered, or I don't have an ORCA card.
Cards bought at a retail store or ticket vending machine are unregistered.

I have a registered adult or reduced fare ORCA card.
Senior or disabled Regional Reduced Fare Permits and low income / LIFT ORCA cards are registered when issued.

I am an Associated Cardholder for a registered ORCA card.

I'm not a robot  reCAPTCHA
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2. https://orcacard.com/ERG-Seattle/p4_010.do

Revise all text. Use standard font and formatting, i.e. blue arrow bullets →

Please add the word 'not' highlighted in yellow to the following sentence in the 'Create a My ORCA Account' screenshot below.

'ORCA websites and any ORCA customer services that require personally identifying information are **not** intended for minors.'

ORCA Customer Service Office to get a registered ORCA card. 2. If you are eligible for a low income or LIFT ORCA card you must visit a verification site (in King County or Kitsap County) to get a registered ORCA card. 3. Youth cards can only be registered by an adult. *ORCA websites and any ORCA customer services that require personally identifying information are intended for minors. We will not accept or request information from individuals we know to be under 18.* 4. Asterisk (*) indicates required fields. The 'Cardholder Details' section includes fields for First Name, Middle Name, and Last Name, each with an asterisk indicating it is required. The input fields are represented by empty rectangular boxes." data-bbox="119 251 736 578"/>

Create a My ORCA Account

1. Existing cards » 2. Personal details » 3. Confirmation

Creating a My ORCA Account is the first step to buying a registered adult ORCA card or registering a card you already have.

Before you create a My ORCA Account you must have a registered ORCA card.

-> If you are eligible for a senior (65 years +) or disabled Regional Reduced Fare Permit (RRFP), first visit an [ORCA Customer Service Office](#) to get a registered ORCA card.

-> If you are eligible for a low income or LIFT ORCA card you must visit a verification site (in King County or Kitsap County) to get a registered ORCA card.

-> Youth cards can only be registered by an adult. *ORCA websites and any ORCA customer services that require personally identifying information are intended for minors. We will not accept or request information from individuals we know to be under 18.*

Asterisk (*) indicates required fields

Cardholder Details

First Name: *

Middle Name:

Last Name: *

3. https://orcacard.com/ERG-Seattle/p4_006a.do?m=21

Revise text, changes are highlighted



Order an Unregistered Adult Card

1. Personal Details » 2. Order & Payment Details » 3. Receipt

The card ordered on this page will be a new unregistered **adult** card and will include a \$5 card fee. After you complete the information below you will have an option to add E-purse or **passes** to the new card.

To get a youth (6 to 18 yrs) ORCA card, a Regional Reduced Fare Permit ORCA card for seniors (65 yrs +) or disabled persons, or a low income eligible ORCA card, contact [ORCA Customer Service](#).

Asterisk (*) indicates required fields

Cardholder Details

First Name: *

Middle Name:

Last Name: *

Daytime Phone Number:

 - -

Mailing Address

Address 1: *

4. <https://orcacard.com/ERG-Seattle/getACard.do?m=2>

Revise text. Changes are highlighted.

Get a card

Online

Order an adult registered card. [Why register?](#)

→ [Login](#) at the top of the page.
→ [Create](#) a My ORCA login.

Only adult ORCA cards may be ordered online. Adult (ages 19 to 64) card cost is \$5.

Order an [unregistered](#) adult card.

Other card types require proof of eligibility.

By mail

Order an adult, senior (age 65 or older) or youth age 6-18 card by mail.

→ [Print](#) and complete the form.
→ Include [proof of age](#) for senior or youth card order.

In person

→ Buy all cards types at your local [transit agency](#).
→ Buy adult cards at participating [retailers](#).

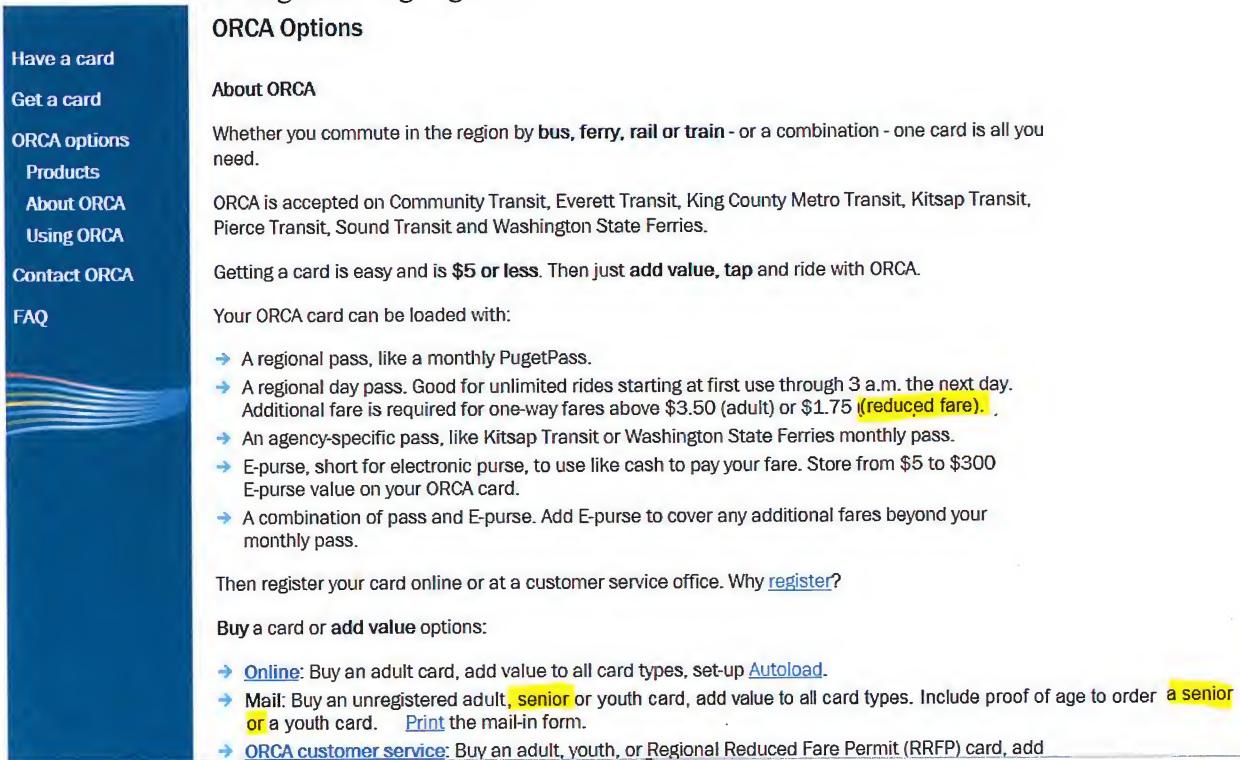
Reduced fare cards

Reduced fare proof of eligibility.

→ Youth (age 6 to 18) requires proof of age. May be ordered by mail. Card cost is \$5.
→ Senior RRFP* (age 65 or older) requires proof of age. Card cost is \$3. [May be ordered by mail](#).
→ Disabled RRFP* requires proof of disability or a valid Medicare card. Card cost is \$3. [Issued in person as a photo is taken](#).
→ Low income requires proof of income.
In King County contact [King County Metro](#).
In Kitsap County contact [Kitsap Transit](#)

5. https://orcacard.com/ERG-Seattle/p3_001.do?m=3

Revise text. Changes are highlighted.



ORCA Options

Have a card

Get a card

ORCA options

Products

About ORCA

Using ORCA

Contact ORCA

FAQ

About ORCA

Whether you commute in the region by **bus, ferry, rail or train** - or a combination - one card is all you need.

ORCA is accepted on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries.

Getting a card is easy and is **\$5 or less**. Then just **add value**, tap and ride with ORCA.

Your ORCA card can be loaded with:

- A regional pass, like a monthly PugetPass.
- A regional day pass. Good for unlimited rides starting at first use through 3 a.m. the next day. Additional fare is required for one-way fares above \$3.50 (adult) or \$1.75 (reduced fare).
- An agency-specific pass, like Kitsap Transit or Washington State Ferries monthly pass.
- E-purse, short for electronic purse, to use like cash to pay your fare. Store from \$5 to \$300 E-purse value on your ORCA card.
- A combination of pass and E-purse. Add E-purse to cover any additional fares beyond your monthly pass.

Then register your card online or at a customer service office. Why [register](#)?

Buy a card or **add value** options:

- **Online:** Buy an adult card, add value to all card types, set-up [Autoload](#).
- **Mail:** Buy an unregistered adult, **senior** or youth card, add value to all card types. Include proof of age to order **a senior or a youth card**. [Print](#) the mail-in form.
- **ORCA customer service:** Buy an adult, youth, or **Regional Reduced Fare Permit (RRFP)** card, add

6. https://www.orcacard.com/ERG-Seattle/p7_025.do
https://www.orcacard.com/ERG-Seattle/p4_014.do

Registered card and Unregistered card screens - Replace current text where this icon displays: 

- Buy a monthly pass for the current month or for the next month from the 1st until the 14th.
- Buy a monthly pass for the next month after the 15th (the current month is no longer available).
- Buy a King County Metro Access monthly pass from the 1st until the last day of the month.
- Buy a Kitsap Transit monthly pass from the 1st until the last day of the month.
- The price in all cases is the full purchase price.
- WSF multi-ride tickets are valid for 90 days and cannot be combined with a WSF monthly pass.
- The pass face value is the fare payment deducted when you use your pass.
- A pass product is valid for an unlimited number of rides during the validity period.
- A monthly pass is valid for travel from 12 am on the first day of the month until 11:59 pm on the last day of the month the pass was issued.
- A regional day pass is valid for unlimited rides starting at first use through 3 am the next day.
- A card can not contain two pass products valid for the same agency and for the same month.

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- From the 1st until the 14th of the month, a monthly fixed period pass may be purchased for the current month or the following month.
- After the 15th of the month, a monthly fixed period pass may be purchased for the following month only (but not the current month).
- A King County Metro Access pass may be purchased from the 1st through the last day of the valid month.
- A Kitsap Transit monthly pass may be purchased from the 1st through the last day of the month.
- The price you pay in all cases will be the full purchase price.
- The face value you select will be the amount that will be deducted for fare payment whenever you use your pass.
- A period pass product is valid for an unlimited number of rides during the validity period.
- Sound Transit does not have a separate agency pass. To use Sounder or ST Express services, use E-purse or a Regional PugetPass for fare payment.
- A card may not contain two pass products that are valid for the same agency and the same period.
- A monthly pass is valid for travel from 12 a.m. on the first day of the month until 11:59 p.m. on the last day of the calendar month for which the pass is issued.
- A regional day pass is valid for unlimited rides starting at first use through 3 a.m. the next day. Additional fare is required for one-way fares above \$3.50 (adult) or \$1.75 (senior/disabled). The regional day pass is not valid on King County Metro Access.

7. https://www.orcacard.com/ERG-Seattle/p7_020.do

CHW-Update Autoload Confirmation screen

Add second sentence to CONFIRMATION message

After 24 hours, tap your card to complete this update. Then you can make other changes to your Autoload as needed. Cards can be tapped as you ride. Or at a ticket vending machine or a retail store without paying fare.



My ORCA

- ▶ Welcome
- ▶ Add value
- ▶ Balance
- ▶ Autoload
- ▶ Transaction history
- ▶ Order a card
- ▶ Register a card
- ▶ **My cards**
- ▶ Manage nicknames
- ▶ My zones
- ▶ My details
- ▶ Lost or stolen card

ORCA options

- ▶ Products
- ▶ About ORCA
- ▶ Using ORCA

Contact ORCA

- ▶ Contact ORCA

FAQ

- ▶ FAQ

Myorca, you're logged in [Logout](#)

My Cards

CONFIRMATION

Success:

- Autoload has been updated and will remain in effect until cancelled.

Select the card serial number to update, view or add value to the card.

ORCA Card Serial Number	Nickname	Passenger Type	E-purse Balance	Card Status
11595392		Adult	\$0.00	Active
11269238	MWU Autoload	Adult	\$7.00	Active
10929572		Adult	\$2.60	Active
10025009		Adult	\$5.00	Blocked - Lost or Stolen Card

Associated Cards

ORCA Card Serial Number	Nickname	Passenger Type	E-purse Balance	Card Status
No cards				

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8. https://orcacard.com/ERG-Seattle/p7_019.do

Cancel Autoload confirmation

After final step add:

After 24 hours, tap your card to complete the cancellation. The Autoload will remain active if you have not tapped within 60 days. Cards can be tapped as you ride. Or at a ticket vending machine or a retail store without paying fare.



Cancel Autoload Online / card 11100228

1 Select product / Autoload » 2. Details » **3. Confirmation**

Autoload Stopped

Thank you.

Your request to cancel Autoload has been received.

Caution: For the next 24 hours the Autoload for a regional pass, E-purse or agency* pass remains active. Your credit card may be charged if you tap your ORCA card during this period.

Final step: After 24 hours you must tap your card at an ORCA card reader to complete the cancellation process. If you do not tap within 60 days, the Autoload will remain active.

*If cancellation is for a King County Metro Access pass, your Autoload cancellation is complete. Access Autoload cancellation does not require a tap.

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9. https://www.orcacard.com/ERG-Seattle/p7_022.do

Autoload Confirm screen - Replace all current text after "Thank you." with the following content:

A work order has been created for your new E-purse Autoload.

After 24 hours, tap your card to complete the process. Cards can be tapped as you ride. Or at a ticket vending machine or a retail store without paying fare.

Autoload activates when the E-purse is not sufficient to pay your next fare.

Autoload remains in effect until cancelled. Make Autoload changes online, as needed.



Add Autoload Online / card 11269238

1. Select product » 2. Details » 3. Confirmation

Autoload Added

Thank you.

~~A work order has been created for your new E-purse Autoload. After 24 hours, tap the card at an ORCA card reader to complete the process.~~

~~Please tap the card within 60 days.~~

~~Autoload will activate when the E-purse balance is not sufficient to pay your next fare.~~

~~This Autoload will remain in effect until cancelled.~~

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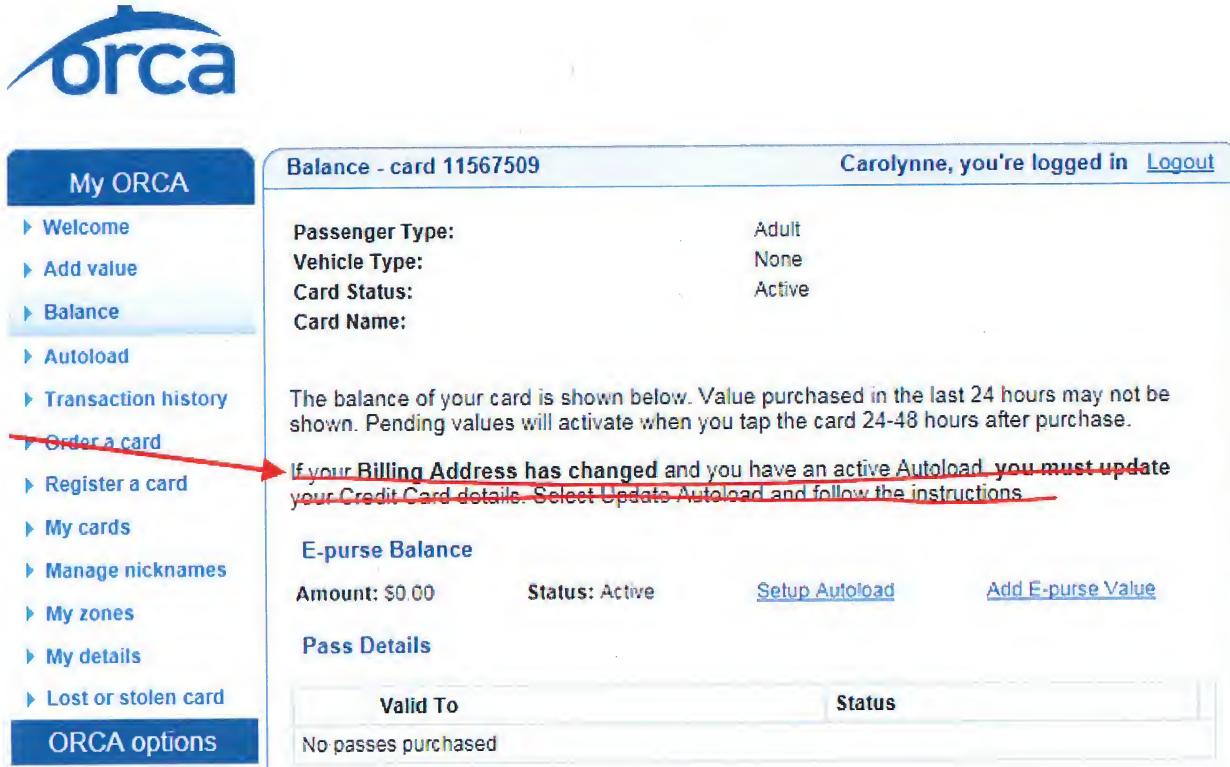
10. https://www.orcacard.com/ERG-Seattle/p7_014ad.do?m=1&sn=11567509

Replace paragraph that starts: "If your **Billing Address** has changed and..." with new text:

If the **Setup Autoload** link displays, Autoload is NOT set up. To setup a new Autoload with the credit card on record, or with a new credit card, select "Setup Autoload".

If the **Update Autoload** link displays, there is an active Autoload for that product. To cancel the Autoload or to update your Billing Address, credit card expiration date, or to change to a new credit card, select "Update Autoload".

After you tap, you can make changes to your Autoload online as needed.



My ORCA

Balance - card 11567509

Carolynne, you're logged in [Logout](#)

Passenger Type: Adult

Vehicle Type: None

Card Status: Active

Card Name: (redacted)

The balance of your card is shown below. Value purchased in the last 24 hours may not be shown. Pending values will activate when you tap the card 24-48 hours after purchase.

If your **Billing Address** has changed and you have an active Autoload, you must update your Credit Card details. Select [Update Autoload](#) and follow the instructions.

E-purse Balance

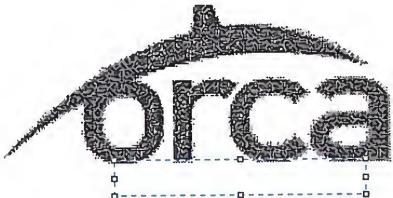
Amount: \$0.00 Status: Active [Setup Autoload](#) [Add E-purse Value](#)

Pass Details

Valid To	Status
No passes purchased	(redacted)

11. Replacement receipt

Revise text. Changes are highlighted.



Complete Order / card 12342886

1. Payment » 2. Receipt

Receipt

Receipt number: W4628543

Work order number: 7583071

ORCA Card Serial Number: 12342886

Card E-purse Balance*: \$0.00

Order date: 08/22/2016 at 02:48 PM

*Balance transferred to your new card will differ if this card is used in next 24-48 hours.

Product

12. Add Value receipt change

Revise text. Changes are highlighted.

Section 2.0 Schedule:

2.1 The work described in Section 1.0 will be completed before December 30, 2016.

Section 3.0 Compensation Changes

3.1. In the interests of progressing the Work given the schedule constraints, the Agencies agree to pay the amount of \$4,167 as noted in this Amendment, but only on a non-precedential basis as to payment for similar Work in the future. Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 391

The Contractor will perform the work necessary to modify font, color, formatting, and content on the Cardholder Website (CHW).	
TOTAL	\$4,167

Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and Ninety One shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: Doug H
Its: Doug H General Manager
Date: 12/6/16

The Agencies

By: Chris H
Their: ONCA Operations Manager
On behalf of the Agencies
Date: 12/12/16